

About Department of Children's Services (DCS)

The Tennessee Department of Children's Services (DCS) is the state's public child welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year. DCS employees 4000+ staff deployed across the State of Tennessee.

Job Description

The **Program Director 1 – Network Development** is responsible for providing support, information and leadership to regional field staff and private provider agencies for the efficient and seamless delivery of services to children in the custody of DCS. This position reports to the Executive Director of Network Development and is located in DCS' Central Office in Nashville, TN.

RESPONSIBILITIES

- Provides technical assistance and support to regions and provider agencies in the developing a collaborative system of care between contract agencies and the Department;
- Provides placement support to regional Placement Services Divisions (PSD);
- Works to resolve all requests from the field and providers in a timely and efficient manner;
- As assigned, assists Executive Director with any ad hoc special projects that are underway or undertaken by Network development.
- Manages the resolution of problems/issues/barriers (invoicing, system functions, and access to applications, training, and placement challenges) through the engagement and coordination of relevant divisional staff to ensure solutions are achieved in a timely and effective manner;
- Assists providers with obtaining proper access to the Department's web application systems.
- Engages providers as well as regional placement staff in education on the PBC model through consistent phone contact and e-mail;
- Provides monthly Admissions and Discharges report to PBC providers and assists those providers and DCS regions in the reconciliation of any data that is determined to contain discrepancies.
- Provides technical advice and interpretations of policy and procedure to provider agencies and DCS Regional PSD staff;
- Performs liaison work to explain, interpret and enforce policy and procedures.
- Works comfortably with Excel in order to create new spreadsheets and manipulate existing spreadsheets for the purpose of data collection and analysis.
- Displays an aptitude for data analysis in order to provide management with trends in network capacity needs, placement patterns, etc.

Requirements

- Requires strong background in the social services field or the private provider community with specific experience in the resource or case manager arena;
- The ability to be methodical, autonomous and a consensus builder;
- Committed to the well-being and safety of children and in accord with the vision, mission and objectives of DCS;
- The ability to work in a high-energy, stressful environment;
- Excellent interpersonal and communication skills; and
- Ability to produce written documents with clearly organized thoughts using proper sentence

construction, punctuation and grammar.

PLEASE SEND RESUME TO:

Martha Shirk, Executive Director of Human Resources

martha.shirk@tn.gov

Resumes will be accepted until Friday, December 12, 2017.